

# Office of Police Secondary Employment (OPSE)

## Six Month Check-In

City of New Orleans

November 7, 2018



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# I. Tail Car Assignment Process

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# I. Tail Car Assignment Process

## Status Quo

- There are two types of details:
  - Standing
  - Task-based
- Tail car assignments are one type of task-based detail
- Current scheduling system does not equitably account for tail car assignments
  - The basis for ranking officers who have “signed-up” for a detail:
    - Hours worked are calculated at fractions of an hour, and favors those officers who only work tail car details
- Tail car details are not equitably accessible to all officers



# I. Tail Car Assignment Process

## Scope

- Convert the basis for the assignment of tail car details from hours to the total number of details assigned



# I. Tail Car Assignment Process Improvement/Why It Matters

- Officers who work standing details and desire to work on task-based, tail car details are at a disadvantage
  - Officers who work only tail car assignments continually appear at the top of the ranked list
  - Tail car details go unfilled because officers do not sign up, due to the current assignment process
- The change in methodology will more equitably distribute tail car assignments and encourage more officers to sign-up for these types of details



## II. Customer Satisfaction

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# II. Customer Satisfaction

## Status Quo



- Send out customer satisfaction surveys to all new customers after each billing cycle
- Receive and tally the score for our Net Promoter Score
- Send scores to ResultsNOLA





## II. Customer Satisfaction

### Scope

- Review qualitative data and follow up with customers
- Call any customer who gives a rating lower than 7 on a 10-point scale
- Determine how to improve service
- Analyze data to facilitate more effective service delivery



## II. Customer Satisfaction Improvement/Why It Matters

- The changes in OPSE's customer satisfaction approach yielded results from an average score of 84.75 (on a scale of -100 to 100) in 2017 to an average score of 94.33 (on a scale of -100 to 100) in 2018
- Realizing the benefits of the customer survey, OPSE will conduct one for officers



### **III. SMG Memorandum of Understating (MOU)**

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# III. SMG Memorandum of Understanding (MOU) Status Quo

- The existing MOU expired 06/30/2018



# III. SMG Memorandum of Understanding (MOU) Scope

- MOU covers the administration of details at SMG-managed facilities in compliance with the Consent Decree



# III. SMG Memorandum of Understanding (MOU) Improvement/Why It Matters

- The MOU is effective 07/01/2018 – 06/30/2019.
- MOU provides a framework for managing secondary details incorporating SMG procedures
- MOU contains a negotiated administrative fee and minimum officer pay



## **IV. OPSE Standard Operating Procedures (SOPs)**

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# IV. OPSE Standard Operating Procedures

## Status Quo

- There are few written procedures for the management of secondary details
- Though deemed compliant with the Consent Decree, OPSE must standardize and communicate the framework under which it functions





# IV. OPSE Standard Operating Procedures

## Scope

- Generate SOPs that are:
  - Compliant with the Consent Decree
    - OPSE has identified 14 of the 41 paragraphs in the Consent Decree that require an SOP. OPSE has addressed six of those thus far, with remaining ones targeted by fourth quarter's end
  - Exhaustive in identifying the methodology in adhering to OPSE policies and procedures
    - In addition to those pertinent to Consent Decree, OPSE will establish operational and business SOPs for recurring and essential tasks (e.g. processing payroll)



# IV. OPSE Standard Operating Procedures Improvement/Why It Matters

- SOPs
  - Specify how OPSE conducts business
  - Provide the consistent structure that supports OPSE staff in the execution of their duties



# V. Officer Survey

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## II. Officer Survey

### Scope

- Sent officer surveys to 946 officers who worked a secondary detail between Jan.1 and Oct. 6, 2018.
- Review qualitative data
  - Determine how OPSE can improve
  - Analyze data to facilitate increased participation



## II. Officer Survey

### Improvement/Why It Matters

- Participation by officers is critical to the success of the secondary employment program
- The secondary employment program must be responsive to the sentiments of the participating officers

